

Department of Consumer Affairs

Position Duty Statement

HR-041 (Revised 9/2019)

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Classification Title Information Technology Supervisor II	Board/Bureau/Division Bureau of Automotive Repair (BAR)
Working Title IT Project Manager	Office/Unit/Section / Geographic Location Technology Services Branch/Business Technology Management/Rancho Cordova
Position Number 646-121-1404-003	Name and Effective Date

General Statement: Under general direction of the Information Technology Manager I and the Chief Technology Officer for the Department of Consumer Affairs, the Information Technology Supervisor II supervises the Business Technology Management Unit staff responsible for the management of IT resources according to BAR's priorities and needs including activities such as IT policy and program development, IT portfolio management, IT budgeting and procurement, service performance management, process reengineering, business analysis, research and development, strategic planning, digital service user experience engagement, content design, and product and delivery strategy. The primary responsibility of the Information Technology Supervisor II falls within the Business Technology Management domain. Duties include, but are not limited to the following:

The incumbent is required to work with and obtain guidance from DCA's Office of Information Services (OIS) when changing or updating device settings and procedures, Client Services issues and procedures and escalate to OIS issues that affect the DCA network infrastructure.

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

65% Administration/Supervision (E)

Plan, organize and direct all functions associated with the operations of the Business Technology Management Unit through subordinate staff. Direct staff in the analysis, development and documentation of business processes utilizing industry best practices and standard methodologies. (30%)

Plan, organize, schedule and direct all functions associated with IT assets to maintain accountability using standard asset management tools and techniques in compliance with SAM and other applicable policies and regulations. (20%)

Oversee and give guidance to subordinate staff in all aspects of their performance. (10%)

Implement policies, procedures, guidelines and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes. (5%)

25% Technology Project Management (E)

Act as the technology project manager and primary contact for large and politically sensitive projects and initiatives involving BAR's IT infrastructure. Advise management on the implementation of technology solutions that are critical to BAR's mission. Document findings of studies and prepare recommendations for implementation of new IT systems, procedures, or organizational changes. Establish and execute project communication plans. Provide leadership, guidance, training, and support to project team members on the use of project and portfolio management methodologies, tools and methods. Direct or coordinate duties, responsibilities, and spans of authority to project personnel.

10% Support policies and standards (M)

Provide leadership in the implementation of applicable software, hardware, and network policies and procedures. Attend planning and staff meetings, make presentations and perform other related duties.

B. Supervision Received:

The incumbent receives general direction from the IT Manager I. However, assignments and direction may also come from the Deputy Chief.

C. Supervision Exercised:

The incumbent supervises subordinate IT analytical staff and journey-level/semi-professional technical staff in the BAR's Business Technology Management Unit.

D. Administrative Responsibility:

The incumbent is responsible for monitoring program goals and personnel management and development activities.

E. Personal Contacts:

The incumbent will have contact with senior-level and high-level entities in unique situations where it can be difficult to establish the contact and identify goals. Consults with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of IT issues. Frequent contact with vendors to assess new technologies and contractors to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications. Contacts occur in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance. Contacts typically have diverse goals, or objectives requiring common understanding of the problem and a satisfactory solution by convincing individuals, arriving at a compromise, or developing suitable alternatives. Contacts are to justify, defend, negotiate, or settle matters involving significant or controversial issues.

F. Actions and Consequences:

The incumbent will be required to make independent decisions that affect BAR's IT service, which ultimately impacts BAR's ability to service consumers and licensees. Errors may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

G. Functional Requirements:

The incumbent works in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. The incumbent must be able to frequently remain in a stationary position at a workstation throughout the day and must occasionally position self to perform a variety of tasks including retrieval of files.

H. Other Information:

This position requires working independently, good work ethics, diplomacy, excellent leadership communication, interpersonal and writing skills, analytical and problem-solving skills and attention to detail.

The incumbent must have the ability to work under changing priorities and deadlines, be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate

alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Conflict of Interest

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

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